

Schools

Title IV Delivery Operations
PostSecondary Education Participation System

*Team – Based
Logo*

Team Roster

Ellen Bond John McGonigal
Cynthia Sasscer Elrod Randy Mangold
Chris Hill Nita Washington
Nancy Ingwalson Rana O'Brien
Jay Long

Performance Score

FSA Enterprise

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

Team Results

			2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	ACSI	Schools	70	74			
		Tech Assts (Fin Part)	85	79			
	Other survey						
EMPLOYEE SATISFACTION			NR*	3.75			
UNIT COST TARGET (Budgeted)	Your Portion			\$.08			
	Other				\$32.60**		

*NR = No score because less than five respondents on survey.

**PEPS budget, including VDC costs, divided by the number of customer entities including schools, lenders, servicers and Guarantors (\$2,050,000/62,882)

Contributions

Status

- Upgrade to Oracle 8i/9 to make it easier to maintain the entire system. (FYE02) CS & UC
- Develop enhancements for the Security Module. (FYE02) CS
- Provide additional data on the downloadable PEPS Web file. (FYE02) CS & UC